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Judith A. Riley, J.D.

12316 Hidden Forest Blvd.  
Oklahoma City, Ok 73142

April 29, 2019

**Via Fax**

Public Service Commission of South Carolina  
Saluda Building  
101 Executive Center Drive  
Columbia, SC 29210  
Phone (803) 896-5125  
Fax (803) 896-5199

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APR 29 2019  
PSC SC  
CLERK'S OFFICE

**RE: Service Quality Report – 1st Quarter 2019 (ending March 31, 2019)**

Dear Commission, with copy to Office of Regulatory Staff,

This filing contains the 4th quarter 2018 SCPSC Quarterly Service Quality Report for Velocity  
The Greatest Phone Company Ever, Inc. If you need any additional information, please contact  
me at (405) 755-8177 ext. 2103, or by email at [mdean@telecompliance.net](mailto:mdean@telecompliance.net).

Sincerely,

Matt W. Dean  
Regulatory Agent

Cc: Jim McDaniel; Office of Regulatory Staff; [jmcdanie@rcgstaff.sc.gov](mailto:jmcdanie@rcgstaff.sc.gov)

Office (405) 755-8177

(800) 406-4777

Fax (405) 755-8377

**SCPC CLEC - QUARTERLY SERVICE REPORT****SOUTH CAROLINA OPERATIONS****1st Quarter Results**

Jan, Feb, Mar 2019

COMPANY NAME VELOCITY THE GREATEST PHONE COMPANY EVER, INC.QUARTER/YEAR 1st Quarter / 2019

Month:	<u>January</u>	<u>February</u>	<u>March</u>
Number of customer Access Lines	<u>147</u>	<u>140</u>	<u>151</u>
Trouble Report / Access Line (%)	<u>0.00%</u>	<u>0.00%</u>	<u>0.00%</u>
Customer Out of Service Clearing Times (%)	<u>0%</u>	<u>0%</u>	<u>0%</u>
New Installs Completed within 5 Days (%)	<u>0%</u>	<u>0%</u>	<u>0%</u>
Commitment Fulfilled (%)	<u>100%</u>	<u>100%</u>	<u>100%</u>

Comments / Explanations \_\_\_\_\_

Person Making Report / Contact Information \_\_\_\_\_